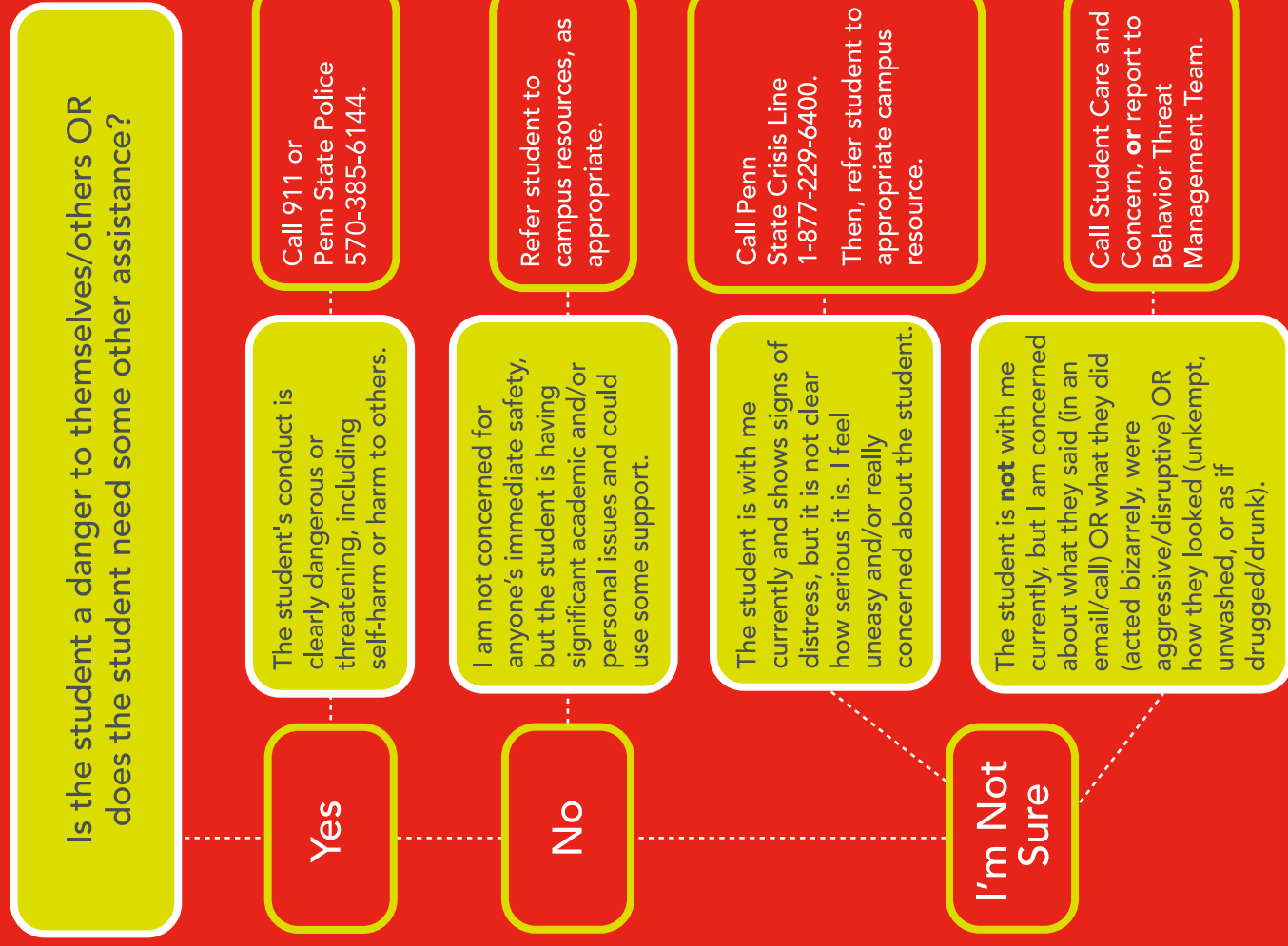




REFER

Follow the decision tree to determine who to contact when you are concerned about a student who is distressed and/or disruptive. Emergency and campus resources are listed.



Emergency Resources

- University Police**
570-385-6144 or 911
- Penn State Crisis Line**
• 24/7 confidential service
• Licensed mental health counselors
• 1-877-229-6400
- Sexual Assault Resource and Counseling Center**
• Off-campus services for victims of sexual and relationship violence and stalking
• 570-628-2965
• 17 Westwood Centre, Pottsville, PA 17901

Urgent Resources

- Behavioral Threat Management Team (BTMT)**
• Report concerns about any person, including threatening or disruptive behavior
• Referrals to support services
• 814-863-2868 • btmt.psu.edu
- Counseling Services**
• Crisis, consultation, and counseling services
• 570-386-6127
• 210A Health and Wellness
- Student Care and Concern**
• Helps students facing adverse events (e.g., housing/financial distress, MH/medical/ family emergencies) & coordinates care across campus
• 570-385-6127
• 210A Health and Wellness
• Email: mma149@psu.edu

Additional Resources

- Academic Advising**
• advising.psu.edu/advising-centers
- International Student Advising**
• Support for international students
• Advice on visas and immigration issues
• 570-385-6246 • 500 Nittany V
- Campus Health Services**
• 570-385-6248
• 210C Health and Wellness
- Diversity/Multicultural Resources**
• Provides support, advocacy, and education for underrepresented populations
• 570-385-6114
• 209C Health and Wellness
- Residence Life**
• 24/7 support regarding on-campus living
• 570-385-6246 • 500 Nittany V
- Office of Sexual Misconduct Prevention and Response (OSMPR)**
• Report sexual or gender-based harassment or misconduct (e.g., sexual assault, exploitation, stalking, dating/domestic violence)
• Investigates concerns; provides resources, support, and accommodations
• 814-867-0099
• Campus Title IX resource people at titleix.psu.edu
- Student Disability Resources**
• Provides reasonable accommodations to students with disabilities
• 570-385-6127
• 210A Health and Wellness
- Student Conduct**
• Report possible violations of the Code of Conduct (excludes sexual misconduct – see OSMPR Office)
• 570-385-6246 • 500 Nittany V
• Email: vnc1@psu.edu

RED FOLDER

A quick reference guide for recognizing, responding to, and referring distressed students.

Brought to you by
Student Affairs/Counseling & Psychological Services (CAPS)
& Commonwealth Fee Board



RECOGNIZE



- 1. Recognize indicators of distress**
Common indicators are listed inside. Students may present with indicators not listed.

RESPOND



- 2. Respond appropriately**
Each situation is unique. Use the tips and decision tree to determine the most appropriate response.

REFER



- 3. Refer the student**
Use the list of resources on back cover to refer the student to the most appropriate campus resource.

HOW TO USE:



RECOGNIZE

Indicators of Distressed Students

Look for groupings, frequency, and severity of behaviors, not just isolated symptoms.

Academic

- Sudden decline in quality of work and grades
- Frequently missed classes and assignments
- Disturbing content in writing or presentations
- Classroom disruptions
- Consistently seeking personal rather than professional advice
- Multiple requests for extensions/special considerations (a change from prior functioning)
- Doesn't respond to repeated requests for contact/meetings

Physical

- Marked changes in physical appearance (e.g., poor grooming/hygiene or sudden weight loss/gain)
- Strange or bizarre behavior indicating loss of contact with reality
- Visibly intoxicated or smelling of alcohol or marijuana
- Rapid speech or manic behavior
- Depressed or lethargic mood or functioning
- Observable signs of injury (e.g., facial bruising or cuts)

Psychological

- Self-disclosure of personal distress (e.g., family problems, financial difficulties, assault, discrimination, legal difficulties)
- Unusual/disproportionate emotional response to events
- Excessive tearfulness, panic reactions
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by peers

Safety Risk

- Verbal, written, or implied references to suicide, homicide, assault or self-injurious behaviors
- Unprovoked anger or hostility/physical violence (e.g., shoving, grabbing, assaulting, use of weapon)
- Academic assignments dominated by themes of extreme hopelessness, helplessness, isolation, rage, despair, violence, self-injury
- Stalking or harassing
- Communicating threats/disturbing comments via email, correspondence, texting or phone call



RESPOND

Use these tips to determine the most appropriate response for a distressed student.



Mandatory Reporting

In addition to referring a student to resources, any sexual or gender-based harassment or assault requires mandated reporting. For questions regarding mandated reporting, please contact the Office of Sexual Misconduct, Prevention and Response at 814-867-0099.

Stay Safe

Call Penn State Police or 911 if there is an imminent danger to the student, you, or anyone else.

Stay Calm

Take a few deep breaths to calm yourself. Use a calm voice when talking and asking questions.

Take Your Time

If this is NOT an imminently dangerous situation, take time to think through what might be the most helpful next step.

Seek Consultation

You are not alone. Ask those around you for help. Consult with a colleague, call another office on campus (see resources).

Use Active Listening

Make eye contact, give your full attention. Restate what the student says to make sure you understand what is causing the distress and/or what they are asking for help with.

Ask Direct Questions

Don't be afraid to directly ask the student if they are having thoughts of harming themselves or others (by asking, you are **not** instilling the thought).

Give Concrete Help

Help get them to the next step (e.g., contact the academic advisor with the student to make an appointment; help them call counseling services to schedule an appointment).